

**JOB DESCRIPTION**  
**Puyallup School District**  
**Professional Technical - Level 13**

**Technician 3**

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**Purpose Statement**

The Technician 3 is our advanced technical expert and troubleshooter. The Technician 3 installs, configures, and maintains the many technology resources within the district and helps coordinate the end user experience with district technology. The Technician 3 leads groups within the Technology Services team to excellence by driving the success of service levels to our staff and students. The Technician 3 should have in-depth knowledge, expertise, and coordination in area of work and helps to guide decisions of technology department leadership. In addition, the Technician 3 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

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**Essential Functions**

- Works with various teams and departments to ensure coordination of Technology Services team and resources to accomplish the needs and support of the district.
- Works with technicians and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within the technology department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with Technology Services Team, department leadership and other teams or departments.
- Follows direction of team lead and established processes/procedures of department.

**Technician 3 Focused Functions**

- Assesses, troubleshoots, diagnoses, and repairs any technology of the district at an advanced technician level.
- Provides second and third level of service helping other department staff and customers both inside and outside the district via phone, email face-to-face and/or tickets.
- Helps develop and document processes and procedures regarding classroom technology, devices, hardware, and software including working with other teams within the department to ensure accuracy.
- Creates and coordinates projects.
- Collaborates with outside vendors explaining the district's design and specifications of classroom, audio/video, and hardware and software technologies ensuring it meets the district's requirements.
- Trains other team members in skills, knowledge, and abilities of job duties.
- Helps develop long-range operational goals for devices, classroom, audio/video technologies.
- Coordinates Technicians workload and holds Technicians accountable on work being done.
- Leads high volume of technology equipment prep and deploy and organizing Technology Assistants for these projects, tasks, and goals.
- Helps create and lead team meetings along with team lead to convey information, procedures, and work through issues.
- Backs-up Helpdesk and Technicians when needed.
- Project management: creates plans, coordinates personnel, communicates with others, implements, trains, and closes.
- Leads the team in their day-to-day work to ensure tickets and service goals are met.
- Attends and contributes to department meetings and other meetings as needed (CTE, Assessment, etc.) to understand needs and coordinates work needed with department teams.
- Configures, tests, installs, and deploys drivers, firmware, software, operating systems, updates to all computers in the district.
- Manages inventory including tracking parts, cables, cords, and other misc. items and helps with the purchase of those items needed.
- Collaborates and coordinates technology services with the Technology Service Team and other department teams to ensure service for customers and programs is of the highest importance.
- Trains, leads, and drives Technicians to meet and exceed service levels.
- Works with staff and students to understand the use of technology and the departments service to their needs.
- Research industry standards and makes recommendations for computer software and hardware in the district.
- Works with vendors to meet and quote district device standards.

**Other Functions**

- Uses service management ticketing system for assigned work, prioritization, and customer communication.
- Leads small teams to accomplish tasks, projects, and goals of the department and the district.
  
- Works with department leadership to periodically revise technology standards to best meet the needs of the district's students and staff.

- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge, and Abilities**

**SKILLS** to perform multiple technical tasks with a need to occasionally upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include analytical thinking, being thorough and attentive to details, being self-motivated and resolving problems using best practices and/or established methods. Other skills required include establishing and maintaining effective working relationships with others, expressing ideas and information clearly and respectfully. In addition, leading, collaborating, and guiding technicians, and vendors to ensure alignment with the school district's objectives. Work includes regularly setting and adjusting work priorities for a variety of technical support staff while reviewing, understanding, and communicating the importance of quality and timely ticket resolution. Resolve complex technical issues efficiently and adapt to changing job conditions. Strong problem-solving skills, capable of addressing complex technical issues and developing innovative solutions within a dynamic environment. They maintain detailed documentation of systems, configurations, procedures, and troubleshooting steps.

**KNOWLEDGE** of educational equipment such as computers, document cameras, displays, docking stations, sound systems, and wireless display connections. Windows Operating Systems and other computer related technologies; computer installation, maintenance, and software support to perform computer troubleshooting. Proficient in fundamental network setups and protocols, encompassing aspects like IP addressing, subnetting, and VLAN establishment. Phone handset: setup, configuration of phone extension, troubleshooting, replacement. Skilled in desktop, laptop, and printer setup, configuration, troubleshooting, and maintenance, adhering to industry best practices. Skilled in desktop, laptop, and printer setup, configuration, troubleshooting, and maintenance, adhering to industry best practices. Additionally, possess advanced expertise in specialized equipment like CNC machines, 3D printers, Laser Engravers, etc. Intermediate knowledge of audio and video systems including diagnosing, troubleshooting, replacing hardware, and working with other technicians to resolve issues. Advanced understanding of inventory system and its components. Maintaining a current understanding of technology through continuous learning through trainings, certifications, and self-study. Cross-disciplinary troubleshooting knowledge of applications, server, network, telecommunications, devices, and classroom technology.

**ABILITY** is required to lead others, including focusing on continuously improving the customer experience; to be self-motivated; learn from experience and others; meet deadlines and manage workload; focus on continuously improving the customer experience, to work with various departments, groups and people to ensure excellent customer service and resolving conflicting priorities; to communicate effectively with people at all levels of experience and responsibility throughout the district is required; to assist staff with computer operations and software problems; effectively plan, execute, and oversee technical projects from inception to completion, which includes coordinating tasks, managing resources, and meeting project deadlines; learn and follow new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

### **Responsibility**

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Supervising and managing summer work which includes leading a team, timelines, communication, organization, and completing tasks. Partnering with the Technology Services Team Lead to address personnel concerns regarding Technology Assistants. Maintain regular and punctual attendance; a clean work area and district assigned vehicle.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Climbing ladders and working in ceilings are required. Must be able to lift up to fifty (50) pounds.

**Experience** Minimum three (3) years of experience in providing hardware and software support in a school district environment with proven record of developing and driving excellence of service.  
Minimum three (3) years of experience leading a team and/or people.  
Experience in project management.

**Education** Associate or Bachelor's degree in technology field and/or holds current CompTIA A+, Network+ and Security+ certifications.

Other experience and/or education may be substituted for required experience and/or education.

**Required Testing**

No pre-employment Proficiency Test is required  
Valid Driver's License and Evidence of Insurability

**Certificates/Licenses**

None required

**Clearances**

Criminal Justice Fingerprint/Background Clearance